

# Senior Services

City of Newton Performance Management  
August 2011 Scorecard



## Traffic Light Key

Green = actual value meeting or exceeding the target  
Yellow = actual value within 10% of meeting the target  
Red = actual value more than 10% away from meeting the target



## Trend Key

Up = actual value has improved since last reporting period  
Right = actual value has stayed the same since last reporting period  
Down = actual value has worsened since last reporting period

Metrics measured monthly unless otherwise noted

| Traffic Light  | Trend | Performance Metrics  | Actual | Target | Variance |
|--|-------|--|--------|--------|----------|
| <b>1. Provide social work and advocacy services to seniors and their families to help them access resources</b>                        |       |  |        |        |          |
|  |       | Number of seniors receiving case management  | 98     | 73     | 25       |
|  |       | % of requestors who receive assistance   | 100    | 95     | 5        |
|  |       | % of aid received within 30 days of request  | 100    | 95     | 5        |
| <b>2. Provide quality transportation services for seniors to important locations</b>   |       |  |        |        |          |
|  |       | Number of unique riders  | 211    | 250    | 39       |
|  |       | Total rides provided   | 1,374  | 1,600  | 226      |
|  |       | % of riders completely satisfied with timeliness with transportation service (semi-annually) | 92     | 90     | 2        |
|  |       | % of riders completely satisfied overall with transportation service (semi-annually)         | 94     | 90     | 4        |
| <b>3. Provide programs and services at the Newton Senior Center that improve participants' quality of life, health, and happiness.</b> |       |  |        |        |          |
|  |       | Number of programs offered   | 54     | 45     | 9        |
|  |       | Number unique program participants   | 534    | 482    | 52       |
|  |       | Total program participants   | 1,302  | 1,200  | 102      |
|  |       | % of program attendees completely satisfied by Health and Wellness Fair                      | 67     | 95     | 28       |

## Notes

Case Management is provided by the department's social workers and includes: assessment of needs, education about the resources that support the needs, referral to those resources, assistance in the application/eligibility process for each individual resource, and advocacy when needed to assure the delivery of the resource by the particular agency.

The data provided for number of unique program participants and total program participants is dependent on participant use of a program sign in software system. Not all participants sign in.

The Health and Wellness Fair was an event held at the senior center that provided access to vendors of services and programs that promote health and wellness to the senior population. It also included health screenings: glucose, blood pressure, BMI. Attendees were also able to observe demonstrations of fitness classes offered at the senior center: yoga, tai chi, beyond balance, and zumba. Attendees were asked to evaluate their overall satisfaction with the variety of the vendors, the information provided, and access to the vendors.